

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

December 10, 2012  
9:00 – 10:30 a.m.  
550 S. Vermont Ave., 2<sup>nd</sup> Floor Conference Room  
Los Angeles, CA 90020

Martha Drinan, RN, MN, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:35	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:35 – 9:40	Cultural Competency Committee Report – Preparation for State DHCS Site Review	S. Chang- Ptasinski
IV	9:40 – 9:50	Clinical Quality Improvement ➤ OMD Report	C. Eisen
V	9:50– 10:00	Data Unit – Update on SA Provider Directories	V. Joshi
VI	10:00 – 10:10	QI Work Plan 2012 and QI Work Plan 2013	M. Drinan T. Beyer
VII	10:10 – 10:20	CDHCS System Review	T. Beyer

Next Meeting  
January 14, 2012  
9:00 – 10:30 a.m.  
550 S. Vermont Ave.  
10<sup>th</sup> Floor Conference Room  
Los Angeles, CA 90020

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

<b>Type of Meeting</b>	<b>Departmental Quality Improvement Council</b>	<b>Date</b>	<b>December 10, 2012</b>
<b>Place</b>	<b>550 S. Vermont Ave., 2<sup>nd</sup> Floor</b>	<b>Start Time:</b>	<b>9:00 a.m.</b>
<b>Chairperson</b>	<b>Martha Drinan</b>	<b>End Time:</b>	<b>10:30 a.m.</b>
<b>Co-Chair Person</b>	<b>Carol Eisen, M.D.</b>		
<b>Recorder:</b>	<b>Maria Gonzalez</b>		
<b>Members Present</b>	Alyssa Bray; Ann Lee; Anahid Assatourian; Bertrand Levesque; Carol Eisen; Debi Berzon-Leitelt; Don Gonzales; Doris Benosa; Emilia Ramos; Gassia Ekizian; Jessica Wilkins; Kimber Salvaggio; Lisa Harvey; Lisha Singleton; Lupe Ayala; Maria Gonzalez; Mary Crosby; Melody Taylor Stark; Michele Munde; Michelle Rittel; Monika Johnson; Rashied Jibri; Sandra Chang Ptasinski; Stacy Atkins; Timothy Beyer; Vandana Joshi		
<b>WebEx Participants</b>			
<b>Excused/Absent Members</b>	Alan Lert; Angela Kahn; Greg Tchakmakjian; Julie Agojo; Julie Valdez; Kari Thompson; Leah Carroll; Marc Borkheim; Mary Ann O'Donnell; Michael Tredinnick; Trudy Washington		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
<b>Review of Minutes</b>	The minutes were reviewed.	Minutes were reviewed and approved.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Announcement:</b> <b>Meeting to adjourn a few minutes early today to allow for preparation of room for today's QA Training.</b>  <b>SA QIC Liaison Reports</b>	<b>SA 1:</b> Marilou Joquilon from QAD presented on System Review documentation. SA QIC continues the process of recruiting for a Co-Chair.	Next meeting: January 15, 2013.	D. Berzon-Leitelt
	<b>SA 2 Adult:</b> SA QIC members reviewed previous QI/QA documents/materials in preparation for the upcoming February 2013 DHCS State System Review.	Next meeting: January 17, 2013. Marilou Joquilon from QA will present at next meeting.	K. Salvaggio
	<b>SA 2 Children:</b> Doris Benosa, Office of the Medical Director, presented on Clinical Risk Management. Dark in December.	Next meeting: January 10, 2013	M. Rittel
	<b>SA 3:</b> SA QIC members reviewed QI Work Plan. QA was discussed as well. Training on the New CPT Aid Codes will be held on December 12, 2012.	Next meeting: December 19, 2012.	B. Levesque
	<b>SA 4:</b> SA QIC members reviewed previous QI/QA documents/materials in preparation for the upcoming DHCS State System Review. Dark in December.	Next meeting January 15, 2013.	A. Bray
	<b>SA 5:</b> SA QIC members reviewed and discussed documents/materials in preparation for the DHCS State System Review. QI Work Plan Goals for 2013 were discussed.	Next meeting: January 8, 2013.	M. Johnson
	<b>SA 6:</b> Information from previous meetings was disseminated. SA QIC members reviewed DHCS State System Review Protocols.  <b>SA 7:</b> SA QIC members reviewed and discussed documents/materials from previous QIC meetings. Dr. Beyer provided a brief update on the ACCESS Test Calls and the Performance Outcome Surveys. Doris Benosa, Office of the Medical Director, presented on Clinical Risk Management.	Next meeting: December 20, 2012.  Next meeting December 11, 2012.	S. Atkins  L. Ayala

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>SA QIC Liaison Reports Continue</b>	SA 8: Dark in December.	Next meeting January 16, 2013.	A. Lee
<b>Countywide Children's</b>	Dark in December.	Next meeting: February, 2013.	L. Singleton
<b>Cultural Competency Committee</b>	Dr. Chang-Ptasinski from the QID Cultural Competency Unit is currently gathering documents/materials for Section A of the DHCS State Protocol on Cultural Competency as required for the February 2013 DHCS State System Review.	Next meeting: An annual meeting will be held on December 12, 2012. 695 S. Vermont Ave., 15 <sup>th</sup> Floor at 1:30 – 3:30 pm., to discuss the goals and objectives for the coming year.	S. Chang - Ptasinski
<b>Clinical Issues OMD Report</b>	Dr. Eisen reported that the OMD has drafted a new parameter for the use of medication assisted treatment in individuals with Co-Occurring Substance Abuse Disorders. Ms. O'Donnell presented an update on Physician Peer Review.	New and updated parameters and policies will be posted once they receive final approval. Dr. Eisen will continue to update the QIC membership.	C. Eisen D. Benosa
<b>PRO</b>	The Patients Rights Office is currently working on updating their website adding PRO forms in various languages for use by consumers to improve access to services. They also want to add a large print version of the Medi-Cal Beneficiary Booklet.	The large print and translated Booklets will be posted on the website as soon as they become available.	R. Jibri
<b>Data Unit – Update SA Provider Directories</b>	Service Area input is requested for upgrades to the new SA Provider Directories 2013.	E-mail to be drafted by Martie Drinan & Vandana Joshi to be sent to full membership requesting feedback.	M. Drinan V. Joshi

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>QI Work Plan 2012 and QI Work Plan 2013</b>  <b>CDHCS System Review</b>	<p>A Draft QI Work Plan Goal new format for 2013 was distributed for consideration by the membership. Feedback indicated the new format is useful, helpful and meaningful. Significance language is included in the new proposed format with an explanation included under “significance” for each of the QI Work Plan Goals.</p> <p>Dr. Beyer discussed Section I, 4d. 3) of the DHCS State Protocol, page 48. Monitoring the MHP’s service delivery system as evidenced by: “Providers, beneficiaries, and family members are evaluating data to identify barriers to improvement related to clinical practice and/or administrative aspects of the delivery system?”</p>	<p>New format to be shared during SA QIC meetings with providers/stakeholders.</p> <p>Departmental QIC Members continue to distribute all QI reports and documents to the SA QIC members at the QIC meetings and to their SAAC members at those meetings for discussion and action as appropriate.</p>	<p>M. Drinan T. Beyer</p> <p>T. Beyer</p>
<b>Handouts</b>	<ul style="list-style-type: none"> <li>➤ Monitoring the MHP’s service delivery system as evidence by: DHCS State Protocol, Page 48.</li> <li>➤ Draft QI Work Plan Outcome Measure Description</li> </ul>		
<b>Announcement</b>			
<b>Next Meeting</b>	<p>January 14, 2013</p>		

Respectfully Submitted,

Martha Drinan, RN, MN